



## Crafton Hills College Fire Academy Spring 2014 Exit Survey Results

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### **Purpose of Brief**

This brief describes the results of the Fire Academy exit survey which attempted to measure the impact of temporarily relocating the CHC Fire Academy to the CalFire San Bernardino Unit.

### **Summary of Findings**

- 100% of respondents either agreed or strongly agreed that the CalFire and other off-campus locations were conducive to their learning experience.
- 95% of respondents would recommend the CHC Fire Academy to a friend.
- 76% of respondents either agreed or strongly agreed that they received the same quality education at CalFire as they would have received on-campus.
- 76% of respondents either disagreed or strongly disagreed that they felt connected to the CHC community.
- 18 respondents mentioned the reputation of the CHC Fire Academy as their deciding factor for choosing the CHC Fire Academy, and 7 respondents also credited the Academy's close location.
- 8 respondents described feeling unproductive traveling between various sites for instruction.

### **Overview**

The CHC Fire Academy training was temporarily relocated to the CalFire location in San Bernardino in Fall 2013 due to the demolition of the Occupational Education Building #2 (OE2). Fire Academy faculty contacted the Office of Institutional Effectiveness, Research & Planning (OIERP) to conduct an exit survey of the twenty-one cadets to measure whether the temporary relocation impacted the cadets' perceptions of the training and their general college experience.

### **Methodology**

In conjunction with the OIERP, the Fire Academy faculty developed a paper survey administered to cadets on April 22, 2014. There were twenty-one responses for a 100% response rate. The survey included six Likert-scale questions which measured the respondent's level of agreement with various statements regarding the respondent's perceptions and experiences. There were two dichotomous questions on academic background at CHC, and two dichotomous questions on whether the respondent would recommend the CHC fire program. The survey had three open-ended question to elicit responses. Lastly, the survey asked for the respondent's name and student ID number.

### **Findings**

Table 1 illustrates the responses to the four dichotomous questions. Eighty-one percent of respondents took their Fire Academy pre-requisites at CHC and 95% would recommend the CHC Fire Academy to a friend. Sixty-seven percent of respondents stated they took other classes at CHC, while 65% would recommend taking the fire technology courses at CHC.

**Table 1. Responses to dichotomous questions**

Question	Yes		No	
	N	%	N	%
Did you take your pre-requisites at Crafton Hills College for the CHC Fire Academy?	17	81.0	4	19.0
Have you taken any other classes at CHC?	14	66.7	7	33.3
Would you recommend the CHC Fire Academy to a friend interested in becoming a firefighter?	20	95.2	1	4.8
Would you recommend to your friends to take FIRET 100 and FIRET 101 at CHC?	13	65.0	7	35.0

Table 2 illustrates respondent's level of agreement with various statements regarding their training with the CHC Fire Academy. One hundred percent of respondents either agreed or strongly agreed that the

Cal Fire location was conducive to their learning experience. Conversely, 76% of respondents either disagreed or strongly disagreed that they felt connected to the CHC community, and 62% disagreed or strongly disagreed that college support services were readily available to them. Lastly, 86% of respondents agreed or strongly agreed that traveling to different **did not** negatively impact their ability to learn, and 76% agreed or strongly agreed that they received the same quality education at CalFire as they would have received on-campus.

**Table 2. Responses to Likert-scale questions**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
The Cal Fire San Bernardino location was conducive to my learning experience.	12	57.1	9	42.9	0	0.0	0	0.0
The other off-site locations were conducive to my learning experience.	10	47.6	10	47.6	0	0.0	1	4.8
I felt connected to the Crafton Hills College community.	3	14.3	2	9.5	7	33.3	9	42.9
College support services were readily available to me at the Cal Fire San Bernardino location.	3	14.3	5	23.8	9	42.9	4	19.0
Traveling to different locations did not negatively impact my ability to learn the training's objectives.	6	28.6	12	57.1	2	9.5	1	4.8
I received the same quality education being at Cal Fire San Bernardino as I would have received being on-campus.	9	42.9	7	33.3	4	19.0	1	4.8

Twelve respondents provided comments regarding whether they would recommend others to take fire technology courses at CHC. Seven comments were directed toward negative views of teaching methods utilized by particular instructors. The comments are included below with instructor names removed:

- But they need to be more tied into the Academy. The academy is hardly mentioned in [instructor]'s 100 + 101 class. I think the 100 + 101 classes should interact with the academy more.
- I had a good experience with the Fire Tech classes I had [instructor] for 100 and [instructors] for 101.
- I have heard very negative reviews on the fire tech classes from other students
- I think the fire tech program should be just as strict as the EMT program and have some dress codes and regulations
- I thought the class was good
- I would only recommend if they did not take [Instructor]. I highly respect that [Instructor] for what [Instructor] has done and continues to do outside of the campus but [Instructor's] classes are extremely difficult to follow or learn anything. [Instructor] basically reads the PowerPoint to you and that is it. There is very little discussion and I could do the same at home without having to attend the class. I was seriously considering not attending the academy due to this experience in 100 & 101.
- If [Instructor] is gone, yes but if [Instructor] is there I would say don't take [Instructor's] class
- Not until they get new instructors besides [Instructor]
- Some of the professors like [Instructor] are boring and difficult to learn from, you never felt prepared in [Instructor's] class
- The [Instructor] does not reflect the fire science and steers kids away.
- The instructors are boring and just use powerpoints all day. Change is needed.
- Those programs need to be more exciting, more strict, and actually geared towards the academy.

Twenty respondents provided comments regarding the impact of the Fire Academy being temporarily relocated to CalFire. Thirteen comments praised the Fire Academy program and CalFire, and 8 comments addressed a feeling of unproductive time moving between various locations. The comments are included below:

- A lot of lost time due to having to change locations so frequently. Disconnection between the college community
- Beginning to end had a great experience

- Crafton Hills Fire Academy was a great experience and I had a great time. Although I did not feel part of the college community at all.
- Driving around to multiple locations throughout the day made for a lot of wasted time, and made for some negative days.
- Driving to different locations on the same day was a waste of training time. Arrangements should have been made to transport us to Lake Arrowhead for wildland training
- Driving to numerous locations in one day was expensive.
- Great time. Learned a lot. Social networked with many big names in fire service.
- I like that we are surrounded by Firefighters to ask question or advice and they happily answered.
- I liked being able to go to different locations. I felt like it gave us a broad variety of experience and education.
- I loved the exposure to a lot of high ranking Cal-Fire personnel. The only bad thing I have to say is that it is in a somewhat ghetto neighborhood and 1 cadets car was broken into.
- It was a nice facility to use. I felt very welcomed here.
- It was the best experience in my life. I gained a lot from this academy
- Restrooms were not available if the facility was not open yet and there were no businesses nearby that were open either.
- The Academy is great but when it is offsite there are a lot of logistics and things get messed up
- The academy is not as organized probably due to the remote location. I highly recommend a ride out/internship component for the academy. The cadets would highly benefit from spending time in real fire departments and going on real fire calls. This program could be modelled after the EMT ride out program.
- The Calfire HQ itself was great. I personally wished it wasn't in such a bad area
- The training room was nice. It started feeling like home, I would rather have all instruction at CalFire instead of bouncing back and forth to the ARFF, go to other locations for skills only
- Time management was a waste, did not reflect overall cost of the Academy. CalFireSB location was a waster we traveled elsewhere to learn
- Very good learning experience. Nothing negative to say.
- We got to interact with the CAL Fire guys on a daily basis and built an impression on them

All 21 respondents provided comments regarding the deciding factors used in choosing the CHC Fire Academy. Eighteen respondents mentioned the reputation of the CHC Fire Academy, and 7 respondents also credited the Academy's close location. The comments are included below:

- Best academy you can go to
- CHC had a great reputation of being one of the best fire academy around
- Crafton Hills College Fire Academy has a good reputation and was convenient to my location
- Great reputation
- I chose CHC from the reputation I heard about
- I talked with a lot firefighters that had good things to say about it. Plus it was close to home.
- I was able to schedule my academy between fire seasons.
- I was referred by several other firefighters and I live locally in Yucaipa
- I've only heard great things about this academy and I was very excited upon gaining entrance into the academy.
- Its reputation and also I live 5 mins away
- Location, Reputation, and already started with Crafton Hills
- Reputation that the academy has and the fact that it was a close location.
- Reputation, location, tradition.
- Talking to firefighters in the area who all suggested CHC.
- The cadre with the CHC Fire Academy was the deciding factor
- The location and reputation of CHC is what attracted me to the academy
- The person I look up to went to this school.
- The reputation of being the best fire Academy out there and I believe it is.
- thought it was a good Academy to attend, but was wrong. Not impressed with Instructors
- Word of mouth from previous cadets.
- Word of mouth from prior cadets and reputation from other members of my community.